NEW SHOW: Facility Security, Chicago, April 9-11

A CAHNERS PUBLICATION

MARCH 1991

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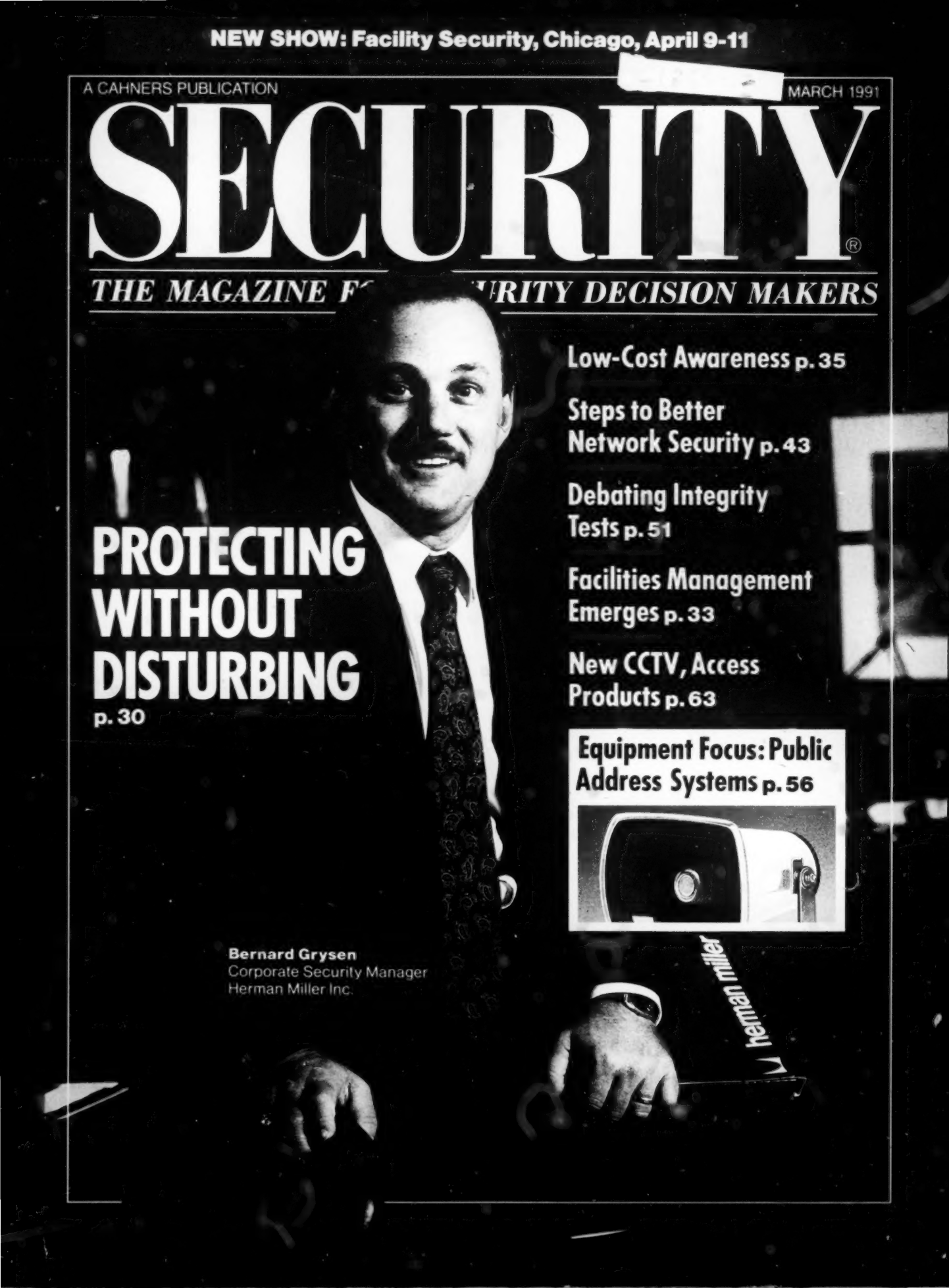
THE MAGAZINE F[illegible]RITY DECISION MAKERS

PROTECTING WITHOUT DISTURBING

p. 30



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Corporate Security Manager
Herman Miller Inc.

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SECURITY®

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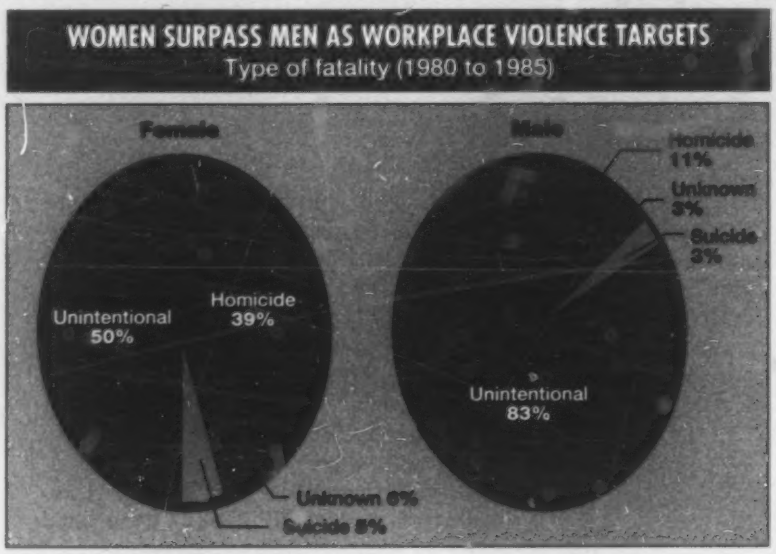
SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.



Seven thousand people die at their place of work each year. While most male fatalities are "accidents," more than one-third of females are murdered on the job.

WORKPLACE VIOLENCE

Men Sustain Most Occupational Injuries; Working Women Bear Highest Murder Risk

Working women — especially those employed in retail — are more likely than male counterparts to become homicide targets in the workplace.

So says the National Institute for Occupational Safety and Health (NIOSH), which tracks occupational fatalities. The Institute finds that 39 percent of women who died in the workplace between 1980 and 1985 were homicide victims. Among males who died in the workplace during this same period, 11 percent were murdered.

Perpetrators most frequently use guns to kill women in the workplace, the Institute says. The Bureau of Justice reports that 20 percent of all handgun crimes take place at businesses.

Among women killed at work between 1980 and 1985, 71 percent held sales, clerical, service, public safety or management positions. Businesses representing these public contact occupations are responding to the trend by implementing conflict resolution training programs for employees. Other risk-reduction measures include posting signs which indicate that small amounts of cash are kept in the cash register and increasing the visibility of work areas to the general public.

Additional strategies aimed at lowering risks to women include upgrading parking lot lighting and controlling access to vulnerable premises.

Fatality rates among employees working in retail and service industries are highest in Mississippi, Texas and Georgia.

Women age 20 to 34 are the most likely workplace homicide victims.

Accidents are the predominant cause of death among men in the workplace. Nancy Stout, division of safety research for NIOSH, tells SECURITY, "We believe that most accidents are preventable, so we classify these incidents as 'unintentional.' "

RISK MANAGEMENT

Background Checks Reveal Cleaning Service Integrity

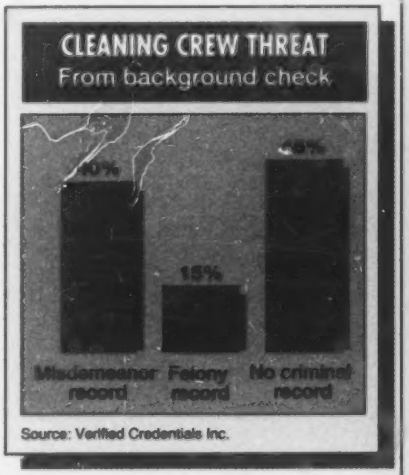
After-hours cleaning service employees may be removing equipment and information from premises along with the trash.

A survey of cleaning services conducted by Verified Credentials Inc., a Minneapolis-based background investigation firm, finds that more than half of applicants who apply for jobs with these services have prior criminal records. Pre-employment screenings provided conviction information.

Among applicants with misdemeanor records, 82 percent committed theft or substance-related crimes. The nature of the crime dictates whether cleaning services will proceed to hire the applicant, says Steve Spang, vice president, Verified Credentials.

"If records show that an applicant has completed a treatment program following a drug or alcohol conviction, a service might hire that individual," Spang says. "This isn't going to happen with someone who has a prior theft conviction."

Those in the market for a cleaning service should require proof of employee screening and make sure all work is supervised, Verified Credentials suggests.



More than half of cleaning service applicants have criminal records.

PRE-EMPLOYMENT TESTING

Debate Over Honesty Testing Effectiveness Continues

As you read this sentence, there's a job applicant taking an honesty test — possibly at your organization.

Two-thirds of security decision makers, however, are ambivalent about the tests or say they don't detect employees most prone to dishonesty. Just 32 percent believe pre-employment honesty tests identify dishonest employees, says SECURITY's Fourth Quarterly Telephone Survey.

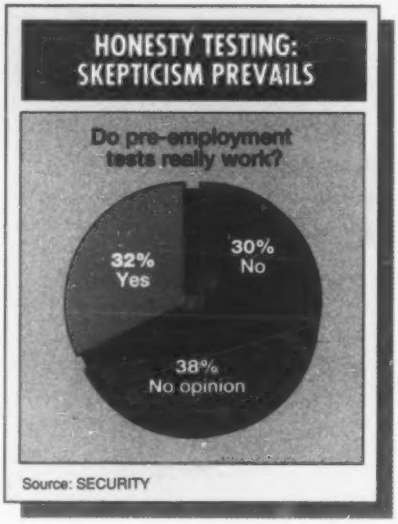
Those who work for the government are most skeptical about honesty testing; 43 percent say the tests don't work. Institutions have the most faith in the tests; 43 percent find them effective indicators of honesty.

Respondents say the following about honesty testing.

- "Most people can get around these tests."
- "Show me a system that really works."
- "Eliminate honesty tests and do a complete security background check."
- "We've caught employees stealing from us after they pass the tests."
- "Use lie detectors instead."
- "It's too easy to be fooled by people."

Some decision makers say honesty tests are most effective when used several months after hire to compare test responses to actual performance. The tests are least effective when used to predict honest or dishonest behavior before hire, they say.

Die-hard polygraph fans, in particular, lack confidence in honesty testing, the survey shows.



Critics of honesty testing abound. Just one-third say the tests work.

NEWS

Security Wrap-Up: Theft, School Safety, Identification

▶ The 1990 FBI Crime Index reports that **larceny-theft** rose 2.2 percent in 1989. The Western states report the highest theft rate per 100,000 inhabitants, at 3,633. The FBI figures show that shoplifting increased 30 percent since 1985.

▶ A Texas A & M University study finds that **grade school children** have ready access to guns and other weapons. The National School Safety Center reports that among eighth and tenth grade students from 23 small central Texas communities, 42 percent say they can get a handgun if they want to and 25 percent have carried a weapon at school. Fifty-two percent say they've never received any instruction at school about ways to avoid a fight.

▶ The National Security Institute says **electronic fingerprinting** is replacing the messy, century-old ink-and-roll method. Electronic fingerprinting is now endorsed by the FBI, and state and city law enforcement agencies are expected to follow suit. The FBI's computer databases will now contain scanned prints as well as pictures of ink-and-roll prints.

ARSON

1989 Arson Incidents Down; Juveniles Set Four of 10 Fires

The number of U.S. arson-related fires, deaths and property damage decreased in 1989, says the National Fire Protection Association's (NFPA) "Arson Trends and Patterns in the United States" report.

There were 615 arson-related deaths in 1989, down from 740 deaths in 1988. Arson caused $1.55 billion in property damage in 1989, down from $1.59 billion in 1988.

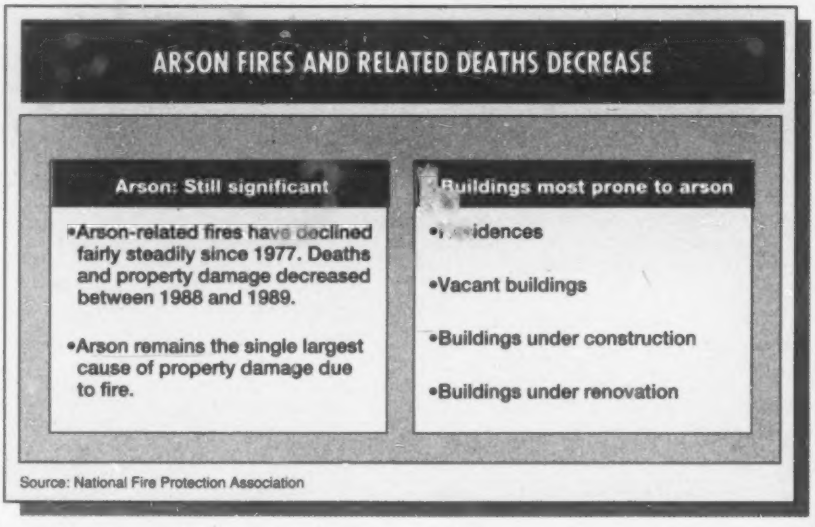
Arson is a difficult crime to identify and, consequently, to reduce. Report author Dr. John Hall Jr., director of NFPA's Fire Analysis and Research Division, says only one-half of suspicious fires are identified as arson. Eighty to 85 percent of arson fires are never solved, and one-third of those arrested for the crime are not convicted, he says. Most arsonists who serve prison sentences spend less than two years behind bars.

"Unlike violent crime — which has a perpetrator and a victim — the victim is often absent at the arson scene," says Hall.

Nearly three of every 10 persons arrested for arson are under age 15, and one of every 13 arrested is under age 10, the report says. Hall advocates establishing community arson counseling programs for juveniles. Angry children from dysfunctional families are the most likely to commit arson, he says.

Hall says security decision makers should not attempt to investigate the cause of any suspicious fire on the premise they protect.

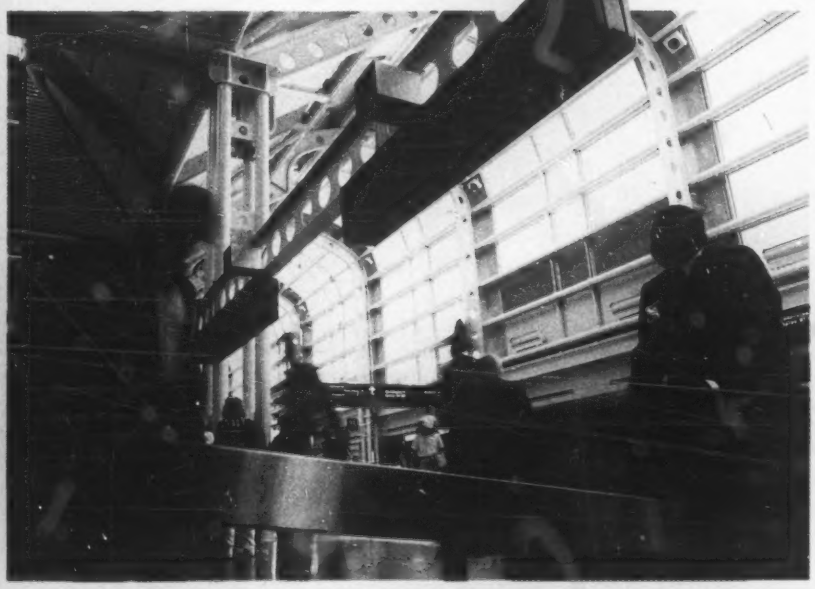
"Only a trained investigator can identify arson," Hall says. "Security just needs to find out how to help investigators do their jobs better."


ARSON FIRES AND RELATED DEATHS DECREASE
Arson: Still significant
•Arson-related fires have declined fairly steadily since 1977. Deaths and property damage decreased between 1988 and 1989.
•Arson remains the single largest cause of property damage due to fire.
Buildings most prone to arson
•Residences
•Vacant buildings
•Buildings under construction
•Buildings under renovation
Source: National Fire Protection Association

Arson fires and related deaths decreased in 1989. Juveniles remain a concern, however. They account for more than 40 percent of all arson arrests.

IDEA EXCHANGE

Problem-solving ideas you can use.



Airport security reached record levels following the advent of Desert Storm. Enforced were more stringent passenger and baggage screening.

TERRORISM

Security Prepared for Terrorist Threat

When Desert Storm began January 16, American business was prepared. It was a day for military action and a day for stateside security action.

The threat of terrorism pushed businesses to institute higher levels of security. Such action had two common denominators: rampant travel advisories and heightened physical security, chiefly more visible identification badges.

U.S. citizens showed initial concern for security — but will this interest and funding continue? Decision makers are split.

Says Richard Mustafa, chief security administrator of the Detroit Water and Sewerage Department, "Security is a reactive business. As time goes on and there is no report of incidents, management takes another look at the extra costs and often decides to scale back."

J. Branch Walton, corporate security director, Cummins Engine Co. Inc., Columbus, Ind., foresees sustained caution. "The threat of Iraqi terrorism retaliation will remain," he says.

Immediately, government facilities stepped up security to record levels. Airports were perhaps the most visible security practitioner, also increasing precautions to the highest level. The postal service restricted package transport on passenger airlines.

Called to Action

Among private business, the best security response began months before the air raids.

One major international oil concern implemented its plan in October, says a security expert who requested that the company remain anonymous. Initial legwork included re-establishing relations with emergency contacts and other oil companies for future information sharing. Security briefed operators on how to best handle telephone bomb threats and honed mail staff ability to identify suspicious packages.

Networking proves valuable to other utilities as well. The prevailing terrorist threat and nearby violent protests prompted San Francisco-based Pacific Gas and Electric to check all packages and visually inspect vehicles, says Lyman Schaffer, director of corporate security. The company also added officers at high-security sites.

Accelerated awareness characterizes security's efforts at Navistar International Transportation Corp., Chicago, says John Martinicky, loss prevention manager. Besides travel advisories, employees were warned to be watchful of visitors and packages.

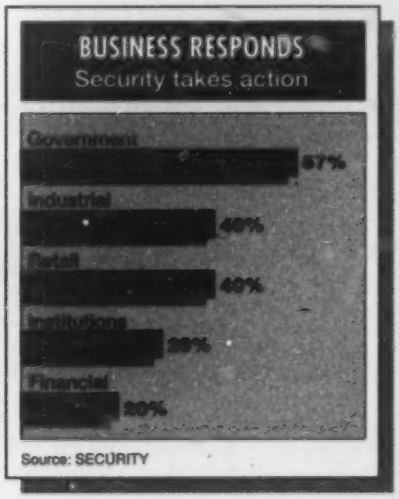
Retail operators report ever-growing numbers of bomb threats.

Service suppliers are working hard to keep up with demand. Patrick Cannan, director of corporate relations at The Wackenhut Corp., Coral Gables, Fla., says "Clients are specifying a higher quality of officer with specific training."

International consultant Harold Frank spent time training security employees at airports in the West Indies to increase screening proficiency.

Amid this activity, many foresee an end to the interest. Says Gerald Brandt, partner, Risk Prevention Group Ltd., Chicago, "People understand now why certain things must be done, they accept the higher level of security. However, it is difficult to implement over the long run."

Indeed, two weeks after the conflict began, several decision makers already reported scaling down some of the initial security measures.



War prompts business to action.

SECURITY SERVICES

A guide to selecting and staying informed on security services.

Security Splits on Integrity Tests

Integrity tests, the paper and pencil pre-employment questionnaires carving out a market with employers, have attracted critics, skeptics — and users.

Test publishers, at this juncture, feel they've deflected the criticism. Integrity test publishers, in fact, have seen an annual 15 percent growth. Yet that growth is restrained as publishers work to convert skeptics.

Integrity tests have a foothold: 20 percent of security decision makers contract pre-employment screening, including integrity tests, according to SECURITY.

Critics question test results and after-effects. The debate turned hot in late September when the Congressional Office of Technology Assessment (OTA) issued a background report and refused to endorse or not endorse the tests.

For example, Jim Powell, a director of the Association of Personnel Test Publishers (APTP), a trade association of leading test publishers, says "Top experts in psychological testing and measurement have repeatedly described (the OTA backgrounder) as scientifically flawed and riddled with unsubstantiated assertions."

The foremost expert in personnel testing, Dr. Robert Guion, who served as an OTA contractor, feels integrity tests "are better than any available alternative for the screening and selecting of honest job applicants."

The OTA backgrounder and other critics also suggest that errors in test results, potential discrimination and possible violations of privacy raise important public policy issues.

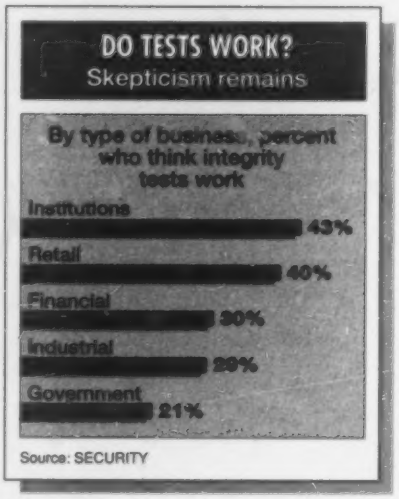
Apply Tests Properly

Yet, according to Dr. William G. Harris of the Stanton Corp., Charlotte, N.C., "The OTA agreed the tests are fair to protected groups under present federal and state guidelines." No applicant has ever filed a formal or informal complaint, according to APTP.

Proper application minimizes concerns. "Organizations typically go through many steps in evaluating suitability of individuals for employment," says Stephen M. Coffman, Reid Psychological Systems, Chicago.

It was originally feared OTA action would be a first step to polygraph-like prohibitions. After limited media coverage, test publishers such as Dr. Jack Jones of London House, Park Ridge, Ill., now believe it "probably won't lead to legislative action."

An anticipated report from the American Psychological Association (APA) is expected to support test effectiveness.



Test publishers see growth, yet decision makers remain skeptical.

Quieting critics, proponents face a more ingrained challenge: skepticism from potential customers — employers.

For example, 30 percent of security decision makers don't believe honesty tests really work, according to a national SECURITY telephone poll.

Employers who use integrity testing are, by and large, supportive. Major business groups such as the National Association of Convenience Stores (NACS), the Food Marketing Institute and the National Retail Federation (NRF) criticized the OTA paper.

Jack Strayer, director of government relations at NACS, sees "positive experience of these valuable selection tools by business."

SECURITY BRIEFINGS

▶ **The National Safety Council offers a new program** to minimize employee drug abuse and help companies comply with U.S. Department of Transportation drug testing regulations.

Co-sponsored by Buckley Production Inc., "The Need to Know" helps companies walk through drug testing requirements.

For more information contact Paulette Moulos at (312) 527-4800.

▶ **Mark your calendar now** for the Facilities Security & Protection Exposition and Conference, April 9 to 11. Housed at Chicago's McCormick Place, the show runs concurrently with seven major national trade shows including the National Plant Engineering and Maintenance Show.

For details, contact Lisa Wolf at (708) 635-8800.

▶ **Banking concerns take note.** To aid compliance with the Bank Secrecy Act, the Mosler Anti-Crime Bureau offers a log keeping system. The system shows the preparer how to implement the regulation.

The Purchase of Monetary Instruments Log Entry Form is for large and small volume operations. The form guides preparer through logging procedures and depositor identification and handling.

For ordering information contact Mosler Anti-Crime Bureau, 1561 Grand Blvd., Hamilton, Ohio 45012.

▶ **The industry lost three** members in 1990. John K. Law, CPP, CPO, a contributing writer for SECURITY, died in September. Fred Marcks of Senstar Corp., a long-time ISC speaker, died in December. Also, Ray Farber, founder of SECURITY magazine and ISC, died in December.

For More Information

Association of Personnel Test Publishers	Circle 161
London House Inc.	Circle 162
Stanton Corp.	Circle 163